

1. The third step in the problem-solving model is:
 - a. Explore alternatives.
 - b. Evaluate the situation.
 - c. Implement the solution.
 - d. Select an alternative.

2. Decision making should begin before an emergency for all of the following reasons except:
 - a. Time pressure
 - b. Stress factors
 - c. To establish line of responsibility
 - d. To obtain buy-in from stakeholders

3. Criteria for evaluating alternative solutions includes all of the following except:
 - a. Appropriateness
 - b. Prediction
 - c. Adequacy
 - d. Efficiency

4. Step 5, Evaluate the Situation, involves which one of the following sub-steps?
 - a. Monitoring progress
 - b. Delineating problem parameters
 - c. Generating alternatives
 - d. Evaluating alternatives

5. The critical first outcome in the problem-solving process is:
 - a. A well-analyzed solution.
 - b. A clearly identified problem statement.
 - c. A challenge that embodies an undesirable situation.
 - d. A definition of the scope of the issue.

6. In the personality profile you took online, which is one set of functions considered for decision-making style?
 - a. Extraversion or introversion
 - b. Judging or perceiving
 - c. Thinking or feeling
 - d. Sensing or evaluating

7. People take in information by:
 - a. Sensing or intuition
 - b. Thinking or feeling
8. The bias in the thinking function is toward:
 - a. Stability
 - b. Innovation
 - c. Effectiveness
 - d. Integrity
9. The intuition function asks which question when making a decision?
 - a. "What are the facts, costs, and benefits?"
 - b. "What are the patterns and possible interpretations?"
 - c. "What are the pros and cons, causes and effects?"
 - d. "How does this decision affect those involved?"
10. Which of the following shows a flexible decision-making approach?
 - a. Sticking to your own dominant decision-making style
 - b. Suspending judgment to see the points of view of others
 - c. Forcing parties in a conflict to relinquish authority
 - d. Calling in an outside mediator
11. All of the following statements are true about a consensus decision except:
 - a. Every group member's view is considered.
 - b. Everyone feels that he or she was listened to.
 - c. Everyone supports the decision.
 - d. Win/lose techniques such as voting are used to achieve a decision.
12. Which is an attribute of an effective decision maker who considers current conditions and takes advantage of opportunities that exist at the time?
 - a. Selectivity
 - b. Currency
 - c. Good judgment
 - d. Self-knowledge

13. Which is an attribute of an effective decision maker whose sound decisions will not always result from merely following procedures? These decision makers must weigh factors particular to the situation
 - a. Initiative
 - b. Selectivity
 - c. Currency
 - d. Good judgment
14. Which is an attribute of an effective decision maker who assumes responsibility for beginning the decision-making process and seeing it through? They take an active part in making things better.
 - a. Initiative
 - b. Selectivity
 - c. Currency
 - d. Self-knowledge
15. Which is an attribute of an effective decision maker who knows their own abilities, biases, and limitations?
 - a. Initiative
 - b. Currency
 - c. Good judgment
 - d. Self-knowledge
16. Which is an attribute of an effective decision maker who seeks pertinent data? They avoid getting bogged down by extraneous facts and figures.
 - a. Initiative
 - b. Selectivity
 - c. Currency
 - d. Self-knowledge
17. One cause of "groupthink" is:
 - a. Genuine consensus
 - b. Inclusiveness
 - c. Pressure toward conformity
 - d. Lack of power

18. All of the following are at stake in making an ethical decision except:
- a. Your organization's reputation
 - b. The public's trust in local government
 - c. An effective outcome
 - d. Your personal reputation
19. Another name for ethical competency is:
- a. Skill
 - b. Consciousness
 - c. Commitment
 - d. Motivation
20. Ethics includes all of the following concepts except:
- a. Fairness
 - b. Legality
 - c. Honesty
 - d. Respect for others
21. If limited time is a factor in decision making, it is preferable to have a/an _____ make the decision.
- a. Group
 - b. Individual
22. Decision making is best done _____ an emergency.
- a. Before
 - b. During
23. Which of the following pre-disaster decision information would not be included in an _____ Emergency Operations Plan?
- a. Who is responsible for what (organization)
 - b. Evacuation routes
 - c. Locations for mass care shelters
 - d. Amount of donated goods

24. Allowing citizens to shelter in place during a major hurricane creates:
- a. Problems
 - b. Solutions
 - c. Both
 - d. Neither
25. Which of the following is not an impediment to decision making in a crisis?
- a. Lack of information
 - b. Perceived or real time pressure
 - c. An action plan
 - d. Conflicting political agendas